

Medicare Helpful Tips!

1. Ask questions about Medicare coverage you do not understand. Customer service representatives are available 24 hours a day, 7 days a week.
2. By law, your health care provider must file claims with Medicare.
3. Never give your Medicare number to anyone but a health care provider, your supplemental insurer, SHIP representative, or the Medicare Helpline.
4. The only time Medicare will call you is to get more information.
5. Always report fraud and abuse to Medicare.
6. Never pay the provider or supplier up front, except for deductible on coinsurance, on assigned claims.
7. Never send Medicare the deductible or coinsurance you owe to your provider.
8. Carefully read your Medicare Summary Notice (MSN) and keep it for at least one year.

Website:
www.medicare.gov
1-800-MEDICARE
(1-800-633-4227)

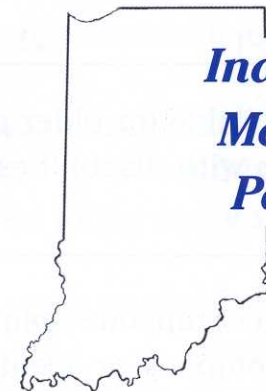


Medicare

Important Phone Numbers



***Indiana
Medicare
Partners***



***Assuring quality health care through
education for people with Medicare***

SECTION 3

Do you have questions about...	Then you should contact...	The phone number is...
3a ✓ the quality of care you received or about your rights and protections under Medicare ✓ how to submit your concerns about medical care or treatment	Medicare Peer Review Organization (PRO) - Health Care Excel, Incorporated Look on the Internet at www.hce.org	1-800-288-1499
3b ✓ help paying for prescriptions	Hoosier RX - Indiana's Prescription Drug Program for low income seniors www.in.gov/HoosierRX	Toll free 1-866-267-4679 1-317-234-1318
3c Help for low-income persons: ✓ in-home medical expenses ✓ prescription costs ✓ Medicare co-payments and deductibles	Area Agency on Aging (AAA) or Senior Health Insurance Information Program (SHIIP) Look on the Internet at www.iaaaa.org or www.state.in.us/idoi/shiip	1-800-986-3505 (AAA) or 1-800-452-4800 (SHIIP)
3d ✓ how to report Medicare fraud and abuse	Medicare Fraud and Abuse Hotline	1-800-477-8477 or 1-800-377-4950 for the hearing and speech impaired (TTY)
3e ✓ services available for older persons and persons with disabilities	Disability Aging and Rehab Services (DARS), Bureau of Aging and In-Home Services (BAIHS) or Area Agency on Aging (AAA)	1-800-545-7763 (DARS) or 1-317-232-7020 (BAIHS) or 1-800-986-3505 (AAA)
3f ✓ how to file a complaint against your insurance company or agent	Indiana Department of Insurance	1-800-622-4461
3g ✓ whom to call for all other questions	Area Agency on Aging (AAA) or Senior Health Insurance Information Program (SHIIP)	1-800-986-3505 (AAA) or 1-800-452-4800 (SHIIP)

SECTION 2

Do you have questions about...	Then you should contact...	The phone number is...
<p>2a Medicare coverage for durable medical equipment (DME):</p> <ul style="list-style-type: none"> ✓ wheel chairs, hospital beds, walkers, oxygen, etc. ✓ where to get a free list of Medicare-approved supplies 	<p>Medicare for DME - AdminaStar Federal (Durable Medical Equipment Regional Carrier)</p> <p>Look on the Internet at www.medicare.gov or www.adminastar.com</p>	<p>1-800-270-2313</p> <p>TDD for the hearing and speech impaired: 1-866-284-0881</p>
<p>2b</p> <ul style="list-style-type: none"> ✓ supplemental insurance (Medigap) ✓ which insurance pays first ✓ long term care insurance ✓ your medical bills ✓ choosing a Medicare managed care health plan 	<p>Senior Health Insurance Information Program (SHIIP)</p> <p>SHIIP can give you FREE information or refer you to the right place.</p> <p>Look on the Internet at www.state.in.us/idoi/shiip</p>	<p>1-800-452-4800 or 1-317-233-3475</p>
<p>2c How to appeal payment denials for:</p> <ul style="list-style-type: none"> ✓ Medicare ✓ Medicare supplemental insurance ✓ your Medicare managed care plan 	<p>Medicare, Senior Health Insurance Information Program (SHIIP), or Your Medicare Managed Care Plan</p>	<p>1-800-622-4792 (Medicare), 1-800-452-4800 (SHIIP), or Your Medicare Managed Care Plan Telephone Number</p>
<p>2d</p> <ul style="list-style-type: none"> ✓ Medicaid eligibility ✓ Assistance with Medicare costs ✓ Medicare savings program 	<p>Your local office of Family and Children or the Medicaid Eligibility Unit</p>	<p>1-317-232-4966</p>
<p>2e</p> <ul style="list-style-type: none"> ✓ Medicaid covered medical expenses 	<p>EDS Recipient Hotline</p>	<p>1-800-457-4584 or 1-317-488-5018</p>

Do you have questions about...	Then you should contact...	The phone number is...
1a ✓ replacing a Medicare card ✓ how to update a Medicare file (change of address or date of death) ✓ enrolling in Medicare ✓ the Medicare premium amount taken out of your Social Security check	Social Security Administration (SSA) or your local Social Security Office Look on the Internet at www.ssa.gov	1-800-772-1213* or TTY for the hearing and speech impaired: 1-800-325-0078 *Railroad retirees should call their local Railroad Retirement Board Offices or 1-800-808-0772
1b Your Medicare Part A (Hospital) coverage: ✓ what it pays for hospital care ✓ what it pays for skilled nursing ✓ facility (nursing home) care ✓ why your claim was not paid	Medicare of Indiana - AdminaStar Federal Look on the Internet at www.medicare.gov or www.adminastar.com	1-877-602-2430 or TDD for the hearing and speech impaired: 1-866-284-0881
1c Your home health and hospice coverage under Medicare: ✓ asking about claim	Medicare for Home Health and Hospice - Palmetto Government Benefits Administrators Look on the Internet at www.pgba.com	1-800-583-2236
1d Your Medicare Part B (Medical) coverage: ✓ asking about a claim ✓ doctors' services ✓ outpatient care ✓ other medical services ✓ where to get a free list of Medicare-approved doctors	Medicare of Indiana - AdminaStar Federal or Railroad Medicare Look on the Internet at www.medicare.gov or www.adminastar.com	1-800-622-4792* TDD for the hearing and speech impaired: 1-866-284-0881 *Railroad retirees should call Railroad Medicare at 1-800-833-4455